

Subject: Slack files to go public
Date: Fri, 26 Apr 2019 09:50:00 -0400
From: Susan Marshall - H3 <susan_marshall@gsa.gov>
To: Travis Lewis - H1F <travis.lewis@gsa.gov>, Duane Fulton - H1FA <duane.fulton@gsa.gov>
Message-ID: <CAGjuJh6zaLddg_uRrgTX_N50_Rsdr7hoG=0yFs-Yev0d19q8vA@mail.gmail.com>
MD5: cafc460743c3f6ba5f225f684f060d65

Slack files to go public

Slack, the ubiquitous workplace messaging tool, on ***Friday filed to go public via a direct stock listing.***

Why it matters: Slack is one of the hottest names in enterprise software, most recently valued at over \$7 billion by venture capitalists, causing some speculation that it could receive a major acquisition offer before or after the listing.

- The direct listing is different from an IPO in that Slack itself isn't selling shares to the public.
- Instead, shares are being sold by insiders like early employees and investors.
- This is similar to what Spotify did last April, and Slack is using some of the same Wall Street banks.
- It disclosed that \$100 million of shares would be sold, but that's almost certainly a placeholder figure.

Slack plans to list on the New York Stock Exchange under ticker symbol SK, likely sometime next month.

It reports a \$138 million net loss on \$400 million of revenue for 2018, compared to a \$140 million net loss on \$221 million in revenue for 2017.

Founder and CEO Stuart Butterfield earned \$10.4 million in 2018 compensation, almost all of which was in the form of stock.

The San Francisco-based company had raised around \$1.2 billion in private funding from firms like Accel, Andreessen Horowitz, Social Capital, SoftBank, Google Ventures and Kleiner Perkins.

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U.S. General Services Administration

Susan Marshall

Director, Office of Accountability and Transparency
Office of Administrative Services

(202) (b) (6)

Subject: Too many technologies!
Date: Tue, 31 Jul 2018 10:52:10 -0400
From: Susan Marshall - H1F <susan_marshall@gsa.gov>
To: Travis Lewis - H1F <travis_lewis@gsa.gov>
Message-ID: <CAGjuJh5Kp9CZhokm4ZqnGoSZD7=vcmGtSHd_ROU30jTv2GgQDA@mail.gmail.com>
MD5: e7763319e693dbe949eddb1d9e83143c

Hi Travis,

Just saw the item below on Insite/Chatter... (b) (5)
(b) (5) Personally I think you and Bob should consider discussing the need for more discussion about these issues at your Slack meeting.

It might be helpful to get all the interested parties.. (b) (5)

(b) (5)

If possible it would be helpful if we could receive a copy of the most recent IT Enterprise Architecture document in order to know which electronic systems are creating records that need to be managed.

Vince Sanders

I use **Cisco Jabber**, for all phone, chat, etc. **When in a Hangouts Meet, how do I integrate the audio from Meet with Jabber, so that the audio comes out via Jabber.** I have a **Plantronics conference phone** that I use **with Jabber**, because I have an issue with my limbs and cannot use a headset. Please advise how we can integrate with Jabber. Additionally, when using Jabber, I can use other devices, while on hold, to handle other calls. Your assistance/support is greatly appreciated. Very respectfully,
Vince (b) (6)



U.S. General Services Administration

Susan Marshall

Director, Office of Accountability and Transparency
Office of Administrative Services

(202) (b) (6)

Subject: Correction
Date: Wed, 16 Jan 2019 14:31:43 -0500
From: Susan Marshall - H1F <susan_marshall@gsa.gov>
To: Bob Stafford - H1AC <bob.stafford@gsa.gov>, Travis Lewis - H1F <travis.lewis@gsa.gov>
Message-ID: <CAGjuJh7+akFg3JF24EKT32V6cSKwh2Gh7J+iUJ=Ry8neU7RVeQ@mail.gmail.com>
MD5: ec3e6656644f39bd07fa9b948b237d7a

The FedScoop article I sent you about GSA seeking a new "Slack" tool is not dated 2019, it is a 2018 article. Sorry about the confusion.

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U.S. General Services Administration

Susan Marshall

Director, Office of Accountability and Transparency
Office of Administrative Services
(202) (b) (6)

Subject: Re: Bad News Folks, Google Hangouts Will Start to Phase Out in October
Date: Fri, 25 Jan 2019 09:45:11 -0500
From: Susan Marshall - H1F <susan_marshall@gsa.gov>
To: Travis Lewis - H1F <travis.lewis@gsa.gov>
Cc: Bob Stafford - H1AC <bob.stafford@gsa.gov>
Message-ID: <CAGjuJh6OHoQRAxwmW00zV4nAaT88LFGpgHW=E4oST-PQx7f7Q@mail.gmail.com>
MD5: b73ff525bf92325a014baac3d7271a07

Hi Bob and Travis,

You may want to use this issue as an opportunity to talk with IT about all of the communication tools available to GSA employees including Slack (b) (5)
(b) (5) . IT might want to consider doing a user survey to determine (b) (5)
(b) (5) .

On Fri, Jan 25, 2019 at 8:50 AM Travis Lewis - H1F <travis.lewis@gsa.gov> wrote:

Thanks for passing along. Another topic to bring up with GSA IT and get the technical specifics and impacts of this from their perspective.



U.S. General Services Administration

Travis Lewis

Deputy Director

Office of Accountability and Transparency

Office of Administrative Services

202-219-3078

On Thu, Jan 24, 2019 at 9:30 PM Susan Marshall - H1F <susan_marshall@gsa.gov> wrote:

<https://gizmodo.com/bad-news-folks-google-hangouts-will-start-to-phase-out-1832004549>

fyi.

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U.S. General Services Administration

Susan Marshall

Director, Office of Accountability and Transparency
Office of Administrative Services
(202) (b) (6)

Subject: Slack meeting
Date: Thu, 14 Feb 2019 16:21:54 -0500
From: Susan Marshall - H1F <susan_marshall@gsa.gov>
To: Travis Lewis - H1F <travis_lewis@gsa.gov>
Message-ID: <CAGjuJh6Aw-rF6BM2UWdxeckWPc-SwMaF4KLW0c=iP74MfYSa6Q@mail.gmail.com>
MD5: 896e0ea2f9810027b4c8b0c11bdf3cad

Hi Travis,

I'm going to have to skip the Slack meeting with Shive and Bob next week because I have another meeting scheduled with Bridget's staff during the same time. I'll catch up with you after the meeting.

Thanks,
Susan

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U.S. General Services Administration

Susan Marshall
Director, Office of Accountability and Transparency
Office of Administrative Services
(202) (b) (6)

Subject: FYI. Slack
Date: Tue, 26 Mar 2019 16:17:09 -0400
From: Susan Marshall - H1F <susan_marshall@gsa.gov>
To: Duane Fulton - H1FA <duane.fulton@gsa.gov>
Message-ID: <CAGjuJh58Gbw+HKXJq1h3DZSiAmTC8Cb0C53RLopbTm=CZL6yeA@mail.gmail.com>
MD5: 6679c3668abbfeac97e14b216e7b09d

GSA watchdog to 18F: Stop using Slack

Written by Greg Otto **May 13, 2016 | FEDSCOOP**

Slack, its logo seen above, is used by 18F for a number of internal purposes. (Kris Krug/Flickr)

The General Service Administration's inspector general wants the agency's 18F unit to shut down its use of a popular workplace collaboration tool after it was found to expose personally identifiable and contractor proprietary information.

In a “management alert” issued Friday, the GSA IG says 18F’s use of Slack - particularly OAuth 2.0, the authentication protocol used to access other third-party services - potentially allowed unauthorized access to 100 Google Drives, a cloud-based file storage service, in use by GSA. Furthermore, the report says that exposure led to a data breach.

It's unknown exactly who had access to or what data was stored on those Google Drives. The GSA IG office told FedScoop they could not confirm that any data was actually taken off those services.

In a statement, the IG office said they called the incident a data breach because of the administration's extremely inclusive definition.

GSA's Information Breach Notification Policy defines “data breach” as follows (emphasis ours):

Includes the loss of control, compromise, unauthorized disclosure, unauthorized acquisition, unauthorized access, or any similar term referring to situations where persons other than authorized users with an authorized purpose have access or potential access to PII, whether physical or electronic. In the case of this policy the term “breach” and “incident” mean the same.

A supervisor at 18F discovered the vulnerability in March and informed a senior GSA information security officer, who eliminated the OAuth authentication permissions between the GSA Google Drives and 18F's Slack account.

During the inspector general's investigation last week, it was learned that the vulnerability had been in existence since October 2015.

Additionally, the IG asked that any use of Slack or OAuth 2.0 inside GSA be shut down. The services were not in compliance GSA's Information Technology Standards Profile, which makes sure IT products and services meet GSA's security, legal, and accessibility requirements.

OAuth 2.0 is used by many web-based products, including a variety of social media networks, allowing users to sign into other services without entering a password. Earlier this year, researchers at a university in Germany found the protocol can be susceptible to man-in-the-middle attacks.

Slack has been a darling of the startup world in recent months, allowing enterprises to internally collaborate and move away from internal emails. (Full disclosure: FedScoop is a user.) Slack CEO Stewart Butterfield has touted that GSA, along with NASA and the State Department, are users.

In FOIA requests FedScoop submitted to the agencies reportedly using Slack, only GSA would admit they are in fact using the service. 18F has publicized a lot of the work it has done with Slack, including a bot that onboards new employees.

After the release of the report, Rep. Jason Chaffetz, R-Utah, issued a statement calling the incident “alarming.”

“While we appreciate the efforts to recruit IT talent into the federal government, it appears these ‘experts’ need to learn a thing or two about protecting sensitive information,” the chairman of the House Committee on Oversight and Government Reform said. “The committee intends to further investigate this matter to ensure proper security protocol is followed.”

18F has written a blog post about the incident, with the office saying it conducted a “full investigation and to our knowledge no sensitive information was shared inappropriately.”

The incident stems from 18F integrating Slack with Google Drive - something Slack users often do - which runs afoul of the way the government wants to store its information.

“Upon discovering that this integration had been accidentally enabled, we immediately removed the Google Drive integration from our Slack, and then we reviewed all Google Drive files shared between Slack and Drive, just to be sure nothing was shared that shouldn’t have been,” the blog post reads. “Our review indicated no personal health information (PHI), personally identifiable information (PII), trade secrets, or intellectual property was shared.”

Slack has issued a statement:

“The issue reported this morning by the GSA Office of the Inspector General does not represent a data breach of Slack, and customers should continue to feel confident about the privacy and security of the data they entrust to Slack.

Slack leverages the existing Google authentication framework when users integrate Google Drive with Slack. This integration allows users to more easily share documents with other team members in Slack. However, only team members who have access to the underlying document from the permissions that have been set within Google can access these documents from links shared in Slack. Sharing a document into Slack or integrating Google Drive with Slack does not alter any existing Google document or Google Drive access permissions. Those permissions are set and managed within Google. Slack is unable to modify, grant or extend any permissions that exist in Google Drive.”

Contact the reporter on this story via email at greg.otto@fedscoop.com, or follow him on Twitter at [@gregotto](https://twitter.com/gregotto). His OTR and PGP info can be found [here](#). Subscribe to the Daily Scoop for stories like this in your inbox every morning by signing up [here](https://fdscp.com/sign-me-on).

U.S. General Services Administration

Susan Marshall

Director, Office of Accountability and Transparency
Office of Administrative Services
(202) (b) (6)

Subject: Re: Record Your Hangouts Meet, Share Your Screen
Date: Thu, 31 Jan 2019 14:14:20 -0500
From: Susan Marshall - H1F <susan_marshall@gsa.gov>
To: Claudia Nadig - LG <claudia_nadig@gsa.gov>
Cc: Duane Smith <duane.smith@gsa.gov>, Seth Greenfeld - LG <seth.greenfeld@gsa.gov>, Travis Lewis - H1ABA <travis.lewis@gsa.gov>, John Peters - LG <john.h.peters@gsa.gov>, Bob Stafford - H1AC <bob.stafford@gsa.gov>
Message-ID: <CAGjuJh6wmqjXEHube2-Up+1e4yi6y1dTt45R-rfPCAB1zs4guw@mail.gmail.com>
MD5: 2a04aed4b73b056ab9c07c8e959b1bf0

Funny you should ask...I just read the article (b) (5)

(b) (5)

On Thu, Jan 31, 2019, 2:04 PM Claudia Nadig - LG <claudia.nadig@gsa.gov> wrote:

(b) (5)

Claudia Nadig
Deputy Associate General Counsel - LG
Office of General Counsel
General Services Administration
(202) 501-0636

----- Forwarded message -----

From: GSA Today <today@notify.gsa.gov>
Date: Thu, Jan 31, 2019 at 2:00 PM
Subject: Record Your Hangouts Meet, Share Your Screen
To: <claudia.nadig@gsa.gov>



GSA Today

GSA Office of Strategic Communication

In Today's Issue:

- [Record Your Hangouts Meet, Share Your Screen](#)
- [Join OCE Community of Practice Feb. 2](#)
- [Protecting Privacy in IT Systems, Applications, Projects](#)
- [There Is Still Time to Take Jabber Training](#)
- [Photo of the Day](#)

Top News:

- [Acquisition Constraints Slow State Agencies' Push to the Cloud \(State Scoop\)](#)
- [2 Federal Agencies Sign Deals To Stay At L'Enfant Plaza](#)

Social Media:

Contact Us!

Do you have an idea? Would you like to make a suggestion?
Send it to [GSA Today](#).

Record Your Hangouts Meet, Share Your Screen

Did you know you can [record a meeting](#) in Hangouts Meet? That's right! No more scribbling notes to review later or share with people who could not attend. Also, you can share your screen with Hangouts Meet and more.

Join OCE Community of Practice Feb. 2

The Office of Customer Experience will host its monthly Customer Experience Community of Practice on Feb. 5, from 3 - 4 p.m., EST. This month's topic will be GSA's annual survey efforts. Sign up [here](#).

Protecting Privacy in IT Systems, Applications, Projects



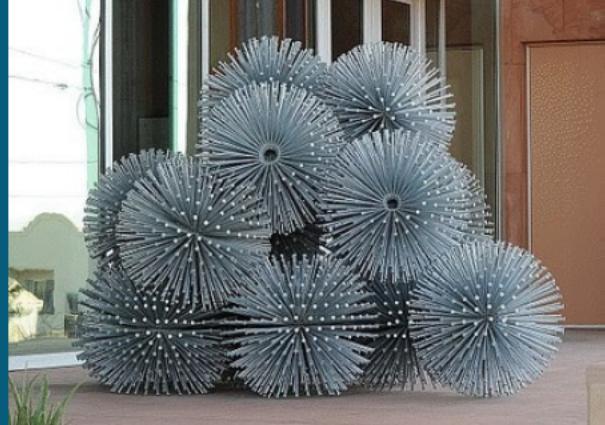
An [updated CIO Order](#) explains the tools used by GSA to identify, protect and manage personally identifiable information (PII). Learn about privacy threat assessments, privacy impact assessments, Privacy Act Notices and more in the [Privacy pages on GSA InSite](#), or contact the [Privacy Office](#) for more information.

There Is Still Time to Take Jabber Training



Have you tried [Jabber](#)? You'll want to start using it soon! IP Communicator software will be replaced by Jabber in early 2019. [Training is available](#) throughout February.

Photo of the Day



John Bisbee's 2013 welded steel spike sculpture, "Lion Dandies," is located at the John M. Roll U.S. Courthouse in Yuma, Arizona. It was commissioned through GSA's Art in Architecture Program.

Update your subscriptions, modify your password or email address, or stop subscriptions at any time on your [Subscriber Preferences Page](#). You will need to use your email address to log in. If you have questions or problems with the subscription service, please contact subscriberhelp@govdelivery.com.

This service is provided to you at no charge by [GSA InSite](#).

This email was sent to claudia.nadig@gsa.gov on behalf of General Services Administration · 1800 F Street NW · Washington, DC 20405 · 866-606-8220

Subject: Updated invitation with note: Slack Meeting @ Wed Feb 20, 2019 1:30pm - 2:30pm (EST) (susan_marshall@gov)
Date: Tue, 19 Feb 2019 18:32:01 +0000
From: Stephenie Johnson - I <stephenie.johnson@gov>
To: susan_marshall@gov, david.shive@gov, bob.stafford@gov, travis.lewis@gov
Cc: wendy.womack@gov
Message-ID: <00000000000004986105824375d9@google.com>
MD5: 7bf7b92b055d141f2263644c02dbc2ed
Attachments: invite.ics

This event has been changed with this note:

"Due to tomorrow's weather, google hangouts has been added to this meeting. Stephenie Johnson"

[more details »](#)

Slack Meeting

When Wed Feb 20, 2019 1:30pm – 2:30pm Eastern Time - New York

Where CO - 18th & F Street - rm 7151 ([map](#))

Joining info **Changed:** (b) (6)
Or dial: (b) (6) [Joining instructions](#)

Calendar susan_marshall@gov

Who

CMDOX	david.shive@gov - organizer
CMDOX	stephenie.johnson@gov - creator
CMDOX	bob.stafford@gov
CMDOX	susan_marshall@gov
CMDOX	travis.lewis@gov
CMDOX	wendy.womack@gov
	OV - optional

Going (susan_marshall@gov)? [Yes](#) - [Maybe](#) - [No](#) [more options »](#)

Invitation from [Google Calendar](#)

You are receiving this email at the account susan_marshall@gov because you are subscribed for updated invitations on calendar susan_marshall@gov.

To stop receiving these emails, please log in to <https://www.google.com/calendar/> and change your notification settings for this calendar.

Forwarding this invitation could allow any recipient to modify your RSVP response. [Learn More](#).

Subject: Slack
Date: Wed, 16 Jan 2019 14:26:17 -0500
From: Susan Marshall - H1F <susan_marshall@gsa.gov>
To: Bob Stafford - H1AC <bob.stafford@gsa.gov>, Travis Lewis - H1F <travis.lewis@gsa.gov>
Message-ID: <CAGjuJh7GajY_hJbtkwb4Z5PN83YT+iRUaQrdr-KTYEfURtf4Eg@mail.gmail.com>
MD5: 81093e84427cb3a08ea103f7f1bf438f
Attachments: image.gif

Hi Bob and Travis,

Below are some interesting articles that reference Slack, including an article with today's date that says GSA IT issued an RFI for solutions that would extend the Slack capabilities. The other article talks about Slack and FOIA and says the GSA IG in 2016 recommended GSA stop using it. You may want to send the January 2019 article to Claudia.

[Are Slack Messages Subject to FOIA Requests? - The Atlantic](#)

[Tweet](#)

[Email](#)

In offices the world over, email servers are gathering dust as workers flock to group instant-messaging platforms to communicate. Slack, one of the most popular platforms, lets users in a team send messages to one another, individually or in groups. It plays nicely with other online services, a feature which has helped it take off among media and technology companies. The company says its platform has attracted more than [2 million active users](#)- including hundreds here at *The Atlantic*- and it's valued at nearly \$3 billion.

Recently, the government, which often lags behind on technology, has begun to catch on. [According to Slack CEO Stewart Butterfield, the General Services Administration, NASA, and the State Department are all experimenting with using Slack for internal communication.](#)

The move is a potential boon to government productivity (notwithstanding the tide of emoji it will likely bring into the work lives of our nation's public servants). But it could also be a threat to a vital tool for government accountability.

Emails sent to and from most government accounts are subject to Freedom of Information Act requests. That means that any person can ask a federal agency to turn over emails sent to or from government email accounts, and the agency must comply- unless protected by one of nine exemptions, which cover classified material, trade secrets, and information that would invade personal privacy if released. (A FOIA request filed by Jason Leopold of *Vice News* [resulted in the release](#) of tens of thousands of emails from Hillary Clinton's time as Secretary of State.)

Calls to the FOIA offices of GSA, NASA, and the State Department inquiring about their policies with regards to Slack messages went unreturned. But [a document posted last July](#) by the National Archives and Records Administration mentions Slack specifically, and lays out guidelines for archiving electronic communications.

To find out how the policies will actually be carried out, one FOIA enthusiast is testing the government's readiness to comply with requests for Slack messages.

Allan Lasser is a developer at MuckRock, a website that helps its users send and monitor FOIA requests. Earlier this month, [he sent a request](#) to the Federal Communications Commission, asking the agency to reveal a list of teams that use Slack to communicate at work.

If he's successful, Lasser wrote to me in an email, he'll be able to search for the names of the specific Slack channels and groups that the FCC has set up, and can tailor a follow-up FOIA request for the actual messages he wants to see.

So why is Lasser going after FCC employees' work-related communications? He was motivated by the same reason that set me out to write this story: to find out if and how Slack and the federal

government have thought about how to deal with FOIA requests. The FCC is generally up with modern technology and has been responsive to FOIA requests in the past, Lasser said, so he chose that agency as his proving ground- even though he's not sure if they use Slack. (His request is unlikely to succeed: An FCC spokesperson said the agency does not use the program.)

"It's important that we set high expectations and a clear path for requesting Slack data from agencies," Lasser wrote to me. "Slack is becoming a de-facto tool for internal workplace communication, so this is a situation where we can really get ahead of the government in setting clear expectations for record retention and disclosure."

Slack, for its part, is trying to make it easier for organizations to comply with strict document-retention requirements. Usually, the lead user of a group that uses Slack is allowed to export a transcript of all messages sent and received in public channels and groups. But a change the company made in 2014 allows organizations to apply for a special exemption that allows them to export every message sent and received by team members- including one-on-one messages and those sent in private groups.

A spokesperson for Slack said the extra export capabilities were designed in part to allow federal agencies to comply with FOIA requests, in addition to helping financial-services companies that have to follow strict message-retention rules, and companies that are subject to discovery in litigation. The spokesperson would not share the number of organizations that have applied for the special export program, saying only that it represented "a small percentage of Slack customers."

The federal government has made note of the special allowance. "Slack functionality has the potential to provide improved searchability for FOIA purposes if implemented appropriately within agencies, and with adequate records management control in accordance with NARA's regulations," said a spokesperson for the National Archives.

I could find no record of a completed FOIA request in the U.S. that targeted Slack messages. But in November, an Australian news website called *Crikey* [successfully filed a freedom-of-information request](#) for Slack messages sent between employees in a government agency focused on digital technology. *Crikey* got back a 39-page transcript of Slack messages exchanged on October 8, 2014, in an apparently public channel.

The Australian government redacted Slack usernames to protect employees' privacy, but the [transcript](#) still reveals the day-to-day banalities of office work: comments about the weather, morning commutes, and work-life balance. It even included emoji reactions: A message complaining about a chilly office earned its author one ironic palm tree.

Of course, there will always be easy ways to keep communications off the record: picking up the phone, or, better yet, arranging an in-person meeting. But email has for years been the bread and butter of everyday communication, and plays a role in nearly every bureaucrat's daily life. If email fades, and Slack- or some other platform- becomes the new nexus for daily correspondence, then open-government policies must also evolve to keep up.

We want to hear what you think about this article. [Submit a letter](#) to the editor or write to letters@theatlantic.com.

What's better than Slack? GSA is seeking options

by Tajha Chappellet-Lanier • 13 mins ago

Written by [Tajha Chappellet-Lanier](#)

Jan 16, 2019 | FEDSCOOP

The General Services Administration is considering upgrading its office collaboration tools.

The agency's IT team currently uses the team collaboration software Slack, but it doesn't seem to be completely happy with this option. [A recently posted request for information \(RFI\) seeks details about solutions that are "not limited to the functionality of 'Slack,'" in the interest of finding something that extends its capability."](#)

["GSA IT is seeking providers of a cloud-based Software as a Service \(SaaS\) that provides an Enterprise wide collaboration platform allowing individuals and groups within different parts of the organization to securely collaborate,"](#) the RFI reads. "As part of this process, GSA-IT is seeking information from vendors in order to determine which companies have the skills to support these efforts and how they would go about providing those services to GSA."

The RFI includes some indication of the capabilities GSA is looking for in this tool. These include administrator retrieval of both public and private communication on the platform "for the purposes of FOIA or other e-discovery needs," as well as "seamless file sharing," simultaneous syncing of desktop and mobile apps and more.

Slack has at least some capability in most of the identified areas - the application has allowed subscribers to its "Plus" plan to download communications since 2014. But [come April 20,](#) administrators will be able to download the data without informing employees. Standard plan members will also be able to download conversations under certain circumstances - Slack says the European Union's General Data Protection Regulation (GDPR) is the reason for this shift.

One line of the RFI indicates that the agency is [interested in using a future tool for a little bit more than just internal communication. GSA also wants to be able to allow "public, non-governmental members to join pre-determined collaboration spaces using 2 Factor Authentication method,"](#) the document states.

Responses to the RFI are due via email by [April 30.](#)

[GSA's use of Slack has sometimes caused challenges - in 2016 the agency's inspector general asked the 18F team to stop using the tool out of fear that it had inadvertently allowed unauthorized access to 100 agency Google Drives.](#)

There are a variety of existing Slack competitors - examples include [Atlassian's Hipchat](#), Riva FZC's [Flock](#) and [Microsoft Teams](#) among others.

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U.S. General Services Administration

Susan Marshall

Director, Office of Accountability and Transparency
Office of Administrative Services

(202) (b) (6)